



# prepare

**Your Medicaid and LaCHIP  
benefits are changing.  
Look inside for details!**





## Your health. Your choice.



BAYOU HEALTH is Louisiana's new Medicaid health program for most people. It is an easy and better way for you to get the health care services you need.



A program of the Louisiana  
Department of Health and Hospitals

## Medicaid and LaCHIP are changing for the better.

If you or your child are enrolled in Medicaid or LaCHIP, there will soon be a better way to get most of your health care services. Through BAYOU HEALTH, Louisiana's new Medicaid health program, you will be able to choose the best Health Plan for each member of your family.

### Please note

Your new Health Plan will **NOT** cost you **any** money!

You will **NOT** lose **any** benefits!

## Important dates for choosing your Health Plan.

To make it easy and simple for you to choose a Health Plan, we have created this helpful guide to let you know when you will receive important information from us.

### *Within Two Weeks*

You will receive a postcard in the mail inviting you to a “Choose Health” meeting in your area.

### *Within Four Weeks*

You will receive a Choice Packet with your Health Plan enrollment information. This packet will include a letter with instructions.

### *Within Three Months*

One or more “Choose Health” meetings will be held in your area. At those meetings, you will be able to learn more about each Health Plan, ask questions and even choose your Plan.







## The process for choosing a Plan.

When the time comes to choose your Health Plan, you will be able to do so in one of four ways:

- Attend a “Choose Health” meeting in your area.
- Call 1-855-BAYOU-4U (1-855-229-6848). This is a free call.
- Visit [bayouhealth.com](http://bayouhealth.com).
- Complete the BAYOU HEALTH enrollment form in the Choice Packet that will be mailed to you and return it in the postage paid envelope that will be provided.

You do not need to do anything today. You will receive a letter when you need to take action.

## What is BAYOU HEALTH?

BAYOU HEALTH is a new way for Louisiana's Medicaid and LaCHIP recipients to receive health care services that includes five different Health Plans. You get to choose the Health Plan that best meets your needs. The Plan you choose will:

- Provide the same health care services as Medicaid and LaCHIP does today, plus more.
- Help you see the right doctor when you need to.
- Offer health services like regular checkups and prenatal care.
- Offer extra services like programs to help you control your diabetes or asthma, or classes to stop smoking or lose weight.

It is important to choose a Health Plan with the doctors, hospitals and clinics that you know and like or that are close to where you live.

## What will be different?

***Your Health Plan will now help you get health care services.***

With BAYOU HEALTH, you will choose a Health Plan for each person in your family. That Health Plan will help you get the right health care, including a primary care provider. It will also help you get the best care when and where you need it.

***You will now call your Health Plan's Member Services department with questions or concerns.***

If you have a question or concern about your health care, you can call Member Services at your Health Plan. Their job is to take care of YOU, so it's important for you to work directly with them.



***You will have your very own doctor.***

Once you have chosen a Health Plan, you can tell us which one doctor, clinic or nurse in that plan you want to see for check-ups and when you are sick.

***Doctors, clinics and nurses are called primary care providers.***

Your primary care provider will get to know you and your health care needs. Each family member who is eligible

for BAYOU HEALTH will be able to choose his or her own primary care provider.

Your primary care provider may also send you to other doctors and health care workers when you need them. If you have a special health care need, your primary care provider can send you to a specialist. In many cases, your Health Plan will help you see the specialist.





## What isn't changing?

When you choose a Health Plan, some things will stay the same.

- You are still enrolled in Medicaid or LaCHIP.
- There are NO costs.
- You will have the same health care benefits you had before; additional benefits will depend on the BAYOU HEALTH Plan you choose.
- You will keep your current doctor as long as he or she is in the Health Plan you choose.
- If your doctor isn't in the Health Plan you choose, you will need to choose a different doctor.



## What happens if I don't choose a Health Plan?

If you do not choose a Health Plan, we will choose one for you. This is why it is important for you to think now about what you want from your Health Plan.

## Can I change Health Plans?

Once you choose your Health Plan, you will have just 90 days to choose a different plan. After 90 days, you will stay with the Plan you choose for another nine months. You can still choose a different Plan after that if you have a good reason.

### *What if I am not satisfied with my Health Plan?*

Each Health Plan must explain your rights to you clearly. If you are unhappy with your Health Plan, we have set up several ways to hear your concerns and work with you, your doctor and your Plan to fix the problem. Once you choose a Health Plan, that Plan will send you a Welcome Packet that explains how to file a complaint.

## **Watch for your Choice Packet in the mail.**

You will get a Choice Packet in the mail within the next 30 days with everything you'll need to choose a Health Plan. You will then have at least 30 days to read the information, talk with a BAYOU HEALTH representative and choose the Health Plan that's right for you and your family. Please remember that we are here to help you if you have any questions.

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Packet in the mail within  
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A program of the Louisiana  
Department of Health and Hospitals



**LaHeathDept**



**La\_Health\_Dept**



**MyHealthLa.org**

# Three easy steps for choosing a Health Plan.

## STEP 1: Prepare.

Choosing a Health Plan for your family is important. To help prepare for this, you should:

- Make a list of the doctors, hospitals and other health care workers your family goes to now that you would like to continue seeing.

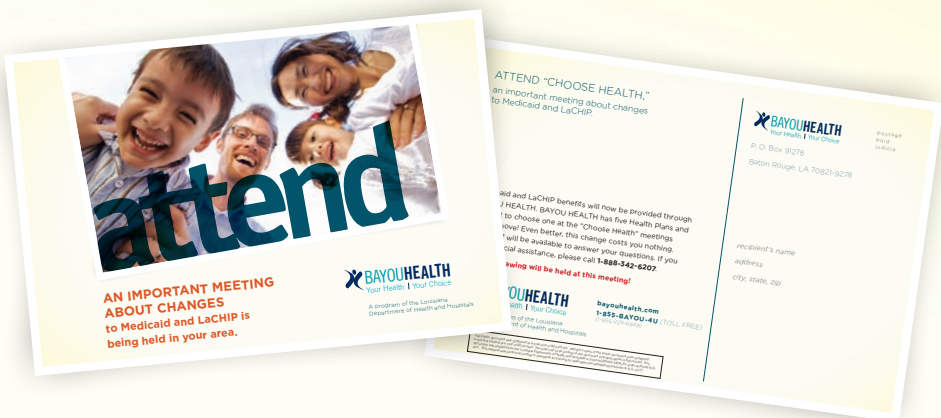
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- Make a list of any medical conditions your family has like diabetes, high blood pressure or asthma.

_____	_____
_____	_____
_____	_____

- If your doctor is not in a Health Plan, or you don't go to a doctor right now, you will be able to review a list of doctors in each plan at your "Choose Health" meeting or by calling BAYOU HEALTH.





## *STEP 2: Attend a “Choose Health” meeting in your area.*

You can go to a meeting in your area and learn more about choosing your Health Plan. You will receive a postcard in the mail that will list the dates, times and addresses where meetings near you will be held.

At your area’s “Choose Health” meeting, you will be able to review all of the Health Plans that are available and the differences, ask questions and then choose the best plan for your family.

## *STEP 3: Enroll.*

You can choose your Health Plan in one of four ways:

- Attend a “Choose Health” meeting in your area.
- Call 1-855-BAYOU-4U (1-855-229-6848). This is a free call.
- Visit bayouhealth.com.
- Complete the BAYOU HEALTH enrollment form in the Choice Packet that will be mailed to you and return it in the postage paid envelope that will be provided.



P. O. Box 91278  
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YOUR MEDICAID AND  
LACHIP BENEFITS  
ARE CHANGING.

Look inside for details.

**bayouhealth.com**  
**1-855-BAYOU-4U** (TOLL FREE)  
(1-855-229-6848)

*recipient's name*

*address*

*city, state, zip*